

2025 Q1 Enforcement Reporting Forecast

Council
Rob Higgs, Director
Enforcement and Bylaw Services
April 9, 2025

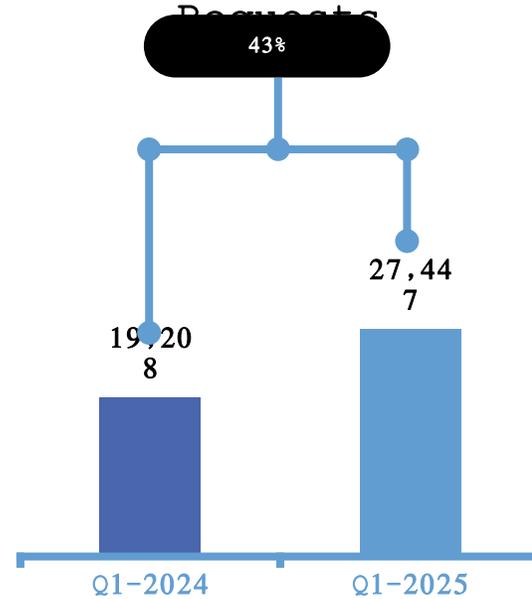


Q1 2025 Operational Highlights & Year-over-Year Growth

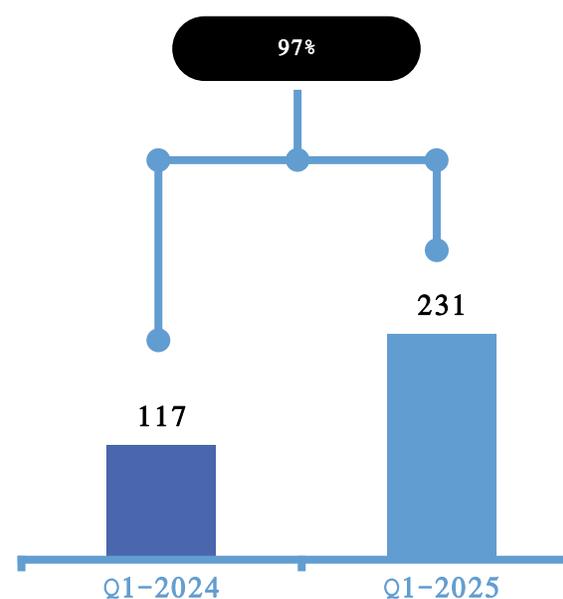
Parking Metrics



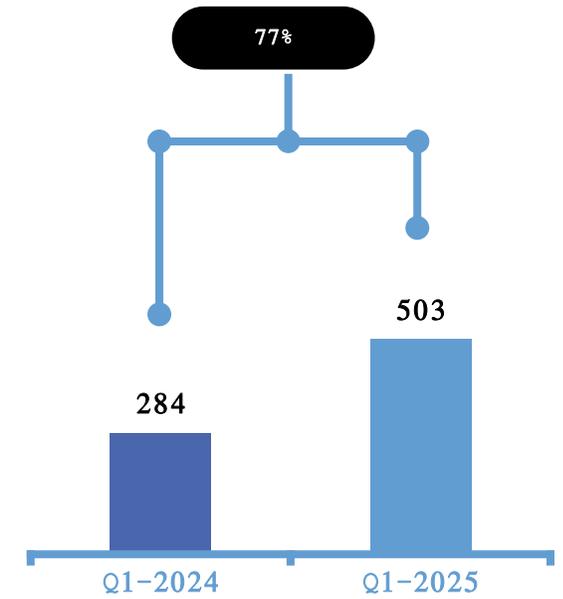
Parking Complaint Service Requests



Towing

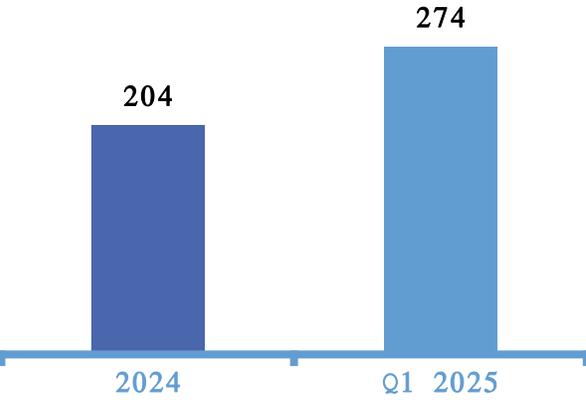


Property Standards Proactive Files

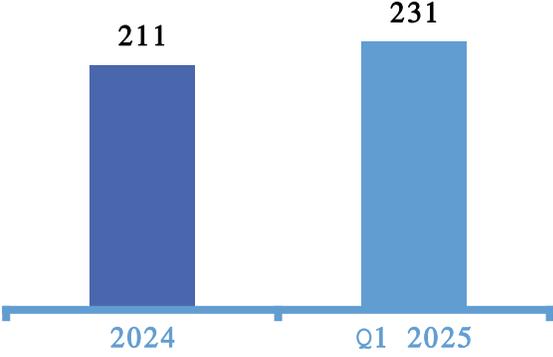


2025 New Initiatives: Q1 Overview

Escalated cases



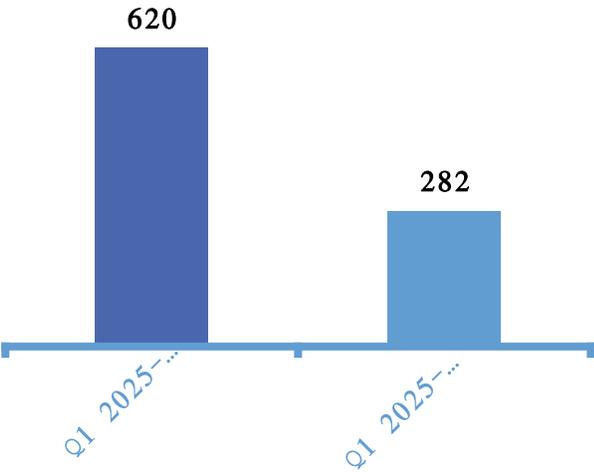
Escalation-Related Communication



Loop Metrics



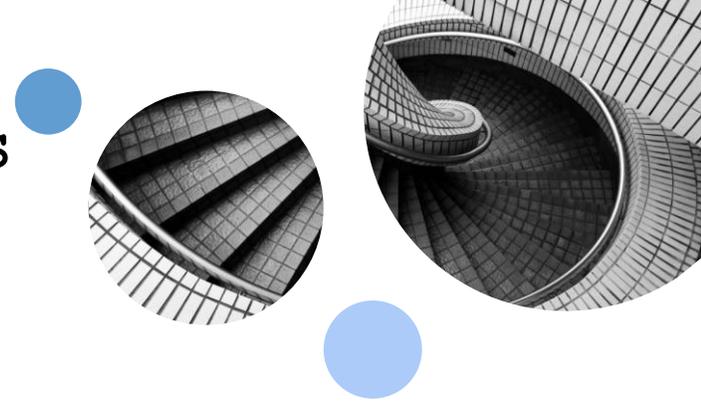
Graduated Parking Offenses



Appendix – Q1 2025 Operational Highlights & Year-over-Year Growth

	2024	Q1-2024	Q1-2025	YoY Growth (%) Q1-2024 vs Q1-2025
Parking Complaint Service Requests	85,706	19,208	27,447	43%
RRL – Parking Penalty Notices Issued	292	0	74	N/A
Parking- Intelligence led proactive (including loop patrol, ESAP, RRL Blitz)	0	0	1,929	N/A
Property Standards Proactive Files (including RRL Blitz)	2,759	284	503	77%
Zoning Request Responses	707	92	326	254%
Towing	350	117	231	97%
Escalated Cases	204	0	274	N/A
Escalation-Related Communication	211	0	231	N/A

Appendix - Q1 2025 Efficiencies and Strategies Implemented



- Transition to a proactive parking enforcement model
- During Q1, 131 RRL blitz inspections were conducted, resulting in the issuance of 64 tickets, notices and orders
- Change in towing contract methodology from 'low-bid (single provider)' to 'guaranteed response (roster format)'
- Parking Enforcement Officers now assigned to platoons for full-day and night coverage
- Implementation of graduated penalties across the enforcement spectrum
- Impact of dedicated plans examiner on the enforcement process
- Realignment of refuse enforcement, including receptacles and overgrown lawn complaints, resulting in single enforcement officer utilization
- Proactive assignment of repeat overgrown lawn violations, including letters to repeat offender property owners outlining Public Safety obligations
- Reorganization of the Licensing Division with a primary focus on efficiency in both structure and job description
- Implementation of Parking System Alerts for "RRL Focused Area" to support Public Safety RRL Blitzes
- Seized Accessible Permits

Thank you!

